

Marketing, Enrollment and Support Services

Chapter 4

V. CONGRESSIONAL AND HBA RELATIONS PROGRAM

The contractor shall:

A. Establish and maintain effective communications with congressional district staff and HBAs serving the states covered by the contract. To do this, the contractor shall establish procedures and provide staffing to perform all necessary functions, including but not limited to the functions specified in *OPM Part Two, Chapter 8, Section VIII.* and *IX.*

B. Provide written notification of the contractor's point(s) of contact [name(s), address(es), and phone number(s)] to all congressional offices and HBAs serving the states covered by the contract. The contractor shall provide separate telephone numbers (lines) reserved exclusively for congressional offices and HBAs. This service *is not required* to be toll-free; however, the contractor shall provide sufficient telephone lines and TRICARE staff to meet the requirements in *OPM Part Three, Chapter 4, Section VI.B.*

C. Provide representation at the annual regional HBA workshops upon thirty (30) calendar days notice *by* TMA.

D. *The contractor shall provide each MTF (hospital and clinic) with on-line (read only) access to the contractor's automated claims processing, authorizations, and claims history files. The contractor shall provide all ADP equipment, including two (2) terminals and one (1) printer per facility, training, and support necessary for the MTF/Clinic to effectively use the information contained in the automated files to assist beneficiaries with their individual questions and concerns. The contractor shall also provide electronic mail capability through the ADP equipment provided each MTF. The electronic mail shall be configured to allow MTF personnel to communicate with all components of the contractor's operation.*

E. The following requirement applies only to Regions 2 and 5. The contractor shall provide each MTF (hospital and clinic) and each Lead Agent with on-line (read only) access to the contractor's automated claims processing, authorizations, and claims history files through two (2) government-owned PCs per facility so that access is transparent to the government PC user. Access shall include the capability to print to the specified government-owned PC locations. The contractor shall provide training and support necessary for the MTF/Clinic/Lead Agent to effectively use the information contained in the automated files to assist beneficiaries with their individual questions and concerns. The contractor shall also provide electronic mail capability to the specified government's PCs at each MTF/Lead Agent location. The electronic mail shall be configured to allow MTF personnel to communicate with all components of the contractor's operation.

